

Vantopia Vans — Frequently Asked Questions (FAQ)

CONTACT

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Available for tours by appointment

HELPFUL LINKS

Resources:

[Electrical and Plumbing Parts List](#)

[Packing List Descriptions](#)

[Sprinter Instructions](#)

[Ford Transit Instructions](#)

[Promaster Instructions](#)

[Shipping Survey](#)

[Replacement Part Request](#)

YouTube Tours

[Sprinter 170 with dinette and shower](#)

[Sprinter 144 with raised bed and pantry unit](#)

[Promaster 159 Dinette Tour](#)

[Timelapse Sprinter 144 Raised Bed Build](#)

Renders:

[Sprinter 170 Raised Bed Kit with Flooring](#)

[Sprinter 170 Dinette with flooring](#)

[Sprinter 144 Dinette with flooring](#)

[Sprinter 144 Raised Bed With Flooring](#)

[Transit 148 Ext Raised Bed With Floor](#)

[Transit 148 Long Raised Bed](#)

[Transit 148 Long Raised Bed Pantry Combo Unit](#)

[Transit 148 Long Dinette Bed](#)

[Transit 148 Ext Dinette Bed](#)

[Transit 148 Ext Raised Bed](#)

[Promaster 136 Raised Bed](#)

[Promaster 136 Dinette Bed](#)

[Promaster 159 Raised Bed](#)

[Promaster 159 Dinette Bed](#)

[Module Array](#)

PRODUCT & INSTALLATION

Q: What's included in a Vantopia conversion kit?

Our core **Raised Bed** and **Dinette** conversion kits include:

- Bed platform
- Overhead cabinets
- Kitchen island
- Full-height closet
- Accessory bin
- Aluminum mounting rail system
- All required hardware

To complete your build, you can also purchase:

- Additional cabinetry modules such as our, Toilet Closet, Pantry Combo unit, Window Combo Unit, and Bathroom Module
- Wall and ceiling panel kits
- Floor kits, which includes hardware and metal edge trim

We also provide:

- Step-by-step printed and video instructions
- Free build consultations
- A recommended [Electrical and Plumbing Parts List](#) for DIY installation (we don't include electrical/plumbing components, but guide you through sourcing)

Q: What tools or skills do I need to install the kit?

Our kits are designed for DIYers. Basic tools like a drill, sander, oscillating too, and jigsaw are helpful. No advanced carpentry skills required. Most customers build our kits with no prior experience.

Q: How long does installation take?

Some customers have installed out kits in 3 days but most customers complete the install in 1-4 weeks, depending on their availability and experience.

Q: Can I install this kit solo?

Most of the kit can be installed solo, but it is helpful to have a second person to move some of the large cabinetry items.

Q: What vans are your kits compatible with?

We currently offer kits for high-roof Mercedes Sprinter, Ford Transit, and Ram Promaster vans. Contact us for up-to-date fitment options.

Q: Are there material upgrades?

Yes, we have options for painted kits. For our walls, you can pick between Melamine or ACM paneling.

Q: Can I customize the layout?

We offer a few standard layout options and finish styles. Full customizations aren't available yet, but we're working on more flexible options.



SHIPPING & DELIVERY

Q: How is the kit shipped?

Kits are shipped on a pallet, typically weighing ~1,000–1,100 lbs and standing 2.5 ft tall. They're delivered to a local freight warehouse within 20–50 miles of your location.

Q: How long does delivery take?

Shipping usually takes 4–6 business days after production is complete. We'll send tracking information once it ships.

Q: What should I bring to pick it up?

Bring a valid ID. The warehouse will usually call when your kit arrives, but we also provide tracking. Bring a van, truck, or trailer that can load up the kit. Call ahead to confirm hours.

Q: What if there's damage during shipping?

Inspect your kit upon pickup. If anything is damaged, take clear photos and contact us immediately for insurance claims.



PRICING & PAYMENT

Q: How much do your kits cost?

Our base kits start around \$6,000–\$9,000, depending on van model and layout. Add-ons like cabinets, bed platforms, or wall insulation vary.

Q: Do you offer financing?

We're currently exploring financing options. Let us know if you're interested and we'll send updates when it's available.

Q: Do you charge sales tax?

Yes, CA sales tax is applied to orders picking up or shipping within CA. Otherwise, no sales tax on products shipped out of state.

**ORDERING & LEAD TIMES****Q: How long is the lead time after I place an order?**

Typical lead times are 2–6 weeks, but may vary based on demand. We'll give you an ETA when you order.

Q: Can I cancel or change my order?

Kits can be canceled or changed while on the waitlist. Once production starts, cancelled kits incur a \$500 restocking fee. Layout changes may not be possible after we begin cutting.

**SUPPORT & WARRANTY****Q: What if I get stuck during installation?**

We offer installation videos, guides, and email support. Reach out anytime — we're here to help.

Q: Do you offer returns?

Due to the custom nature of our kits, we cannot accept returns once shipped. However, if something is defective or missing, we'll replace it.

Q: Is there a warranty?

Yes! We offer a 2-year limited warranty covering material defects and craftsmanship. If you have any damaged parts feel free to reach out for replacement parts.

**MATERIALS & SUSTAINABILITY****Q: What materials are used in your kits?**

We use prefinished birch and bamboo plywood for strength and beauty, with a focus on lightweight, non-toxic materials. Our rail system is an extruded aluminum which makes for a secure mounting point for our cabinets or additional gear.

Q: Are your materials sustainably sourced?

Yes. We prioritize FSC-certified wood and low-VOC finishes whenever possible.

OTHER COMMON QUESTIONS

Q: Can I add electrical or plumbing to this kit?

Our kits are compatible with most DIY electrical and plumbing systems. We don't include those systems, but you can refer to our recommended [Electrical and Plumbing Parts List](#) for recommendations.

Q: Can I install this in a used van that's already partially built out?

Possibly — but you may need to remove previous insulation or paneling first. Reach out with photos and we can advise.

Q: Do you install the kits for customers?

We're DIY-focused, but we offer local installation at our location in Santa Ana, CA, or refer you to local installers in select areas.